

## DUTY STATEMENT

<b>Class Title:</b> Program Technician II	<b>Position Number:</b> 804-491-9928-002
<b>Unit:</b> Care/HIPP	
<b>Section:</b> ADAP	
<b>Branch:</b> Care	
<b>Division:</b> Office of AIDS	

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

**Job Summary:** Process enrollment and recertification of the CARE Act/Health Insurance Premium Payment (CARE/HIPP) Program clients.

**Supervision Received:** General direction from the Staff Services Manager I, AIDS Drug Assistance Program (ADAP), Section Chief; functional direction from the Supervising Program Technician II in CARE/HIPP.

**Supervision Exercised:** None

**Description of Duties:** The Program Technician II (PT II) develops and follows highly complex processes and procedures in the work needed to implement and maintain the CARE/HIPP. This program is highly visible and deals with extremely confidential information. The PT II assists in procedure development and maintains, evaluates, and recommends changes specific to program improvements; uses excellent verbal and written communication skills, demonstrates effective problem solving skills, has good judgment, is able to meet deadlines, knows when to seek additional supervisory support; and interacts with governmental staff and the public regarding confidential and complex information, interactions that frequently require follow-up and precise interventions to assure effective completion of the tasks or issues.

### Percent of Time      Essential Functions

- 35% Process enrollment and recertification of CARE/HIPP clients. Activities include: reviewing sensitive and confidential application forms for accuracy; accessing the State's Medi-Cal Eligibility Data System (MEDS) to obtain applicants' Medi-Cal eligibility status; assuring that program eligibility and enrollment criteria are met; independently following up with benefit counselors on issues concerning eligibility of clients or clarification of health insurance coverage and completing and forwarding the appropriate documents to the Accounting Section for payment.
- 25% Work closely with benefit counselors, insurance administrators, and departmental staff regarding any discrepancies or problems to ensure timely payment of insurance premiums. These activities require the highest degree of precision and diligent follow through or serious consequences (i.e., loss of health coverage) will occur to clients who participate in this program.
- 20% Enter client data to the program's database, maintain files on a daily basis, and produce regular reports for the supervisors and management. The data is highly confidential and requires full compliance with the Office of AIDS' confidential policies and procedures.

- 10% Develop and maintain spreadsheets and database reports on the status of CARE/HIPP expenditures, timeliness of payments, and other miscellaneous reports. Use a computer to complete correspondence to benefit counselors, employers, insurance carriers, Medi-Cal HIPP staff, and the Accounting Section.
- 5% Provide staff support in convening statewide and regional technical assistance meetings and training sessions. Activities include resolving problems that may occur and assist in preparing briefing and training documents, meeting packets, and logistics planning for these meetings.

**Percent of Time****Marginal Functions**

- 5% Perform other duties as assigned.

Employee's signature	Date	Supervisor's signature	Date
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